OPERATOR ASSISTED

The business world today requires more time and energy from its professionals than ever before. Wouldn't it be great to have the personal dedication of an expert operator to assist you with your conference communications? Our Operator Assisted service combines professionalism with our feature-rich conferencing service to make all of your calls memorable experiences. Let us manage the details of your call so you can concentrate on delivering your message.

▶ PRE-CALL

- Get everyone on the same page by using our fax, email or voice broadcast services to disseminate relevant call information to all participants simultaneously before or after the conference.
- Make sure only invited participants attend the conference by issuing a password – an extra measure of security.
- Set a formal tone for your call by using music entry. All participants are placed on music hold until the leader is ready to begin the conference.
- Maintain order during your conference by having the operator run the call in lecture mode. Participants' lines are muted during the call to ensure there are no interruptions.

▶ DURING-THE-CALL

- Digitally record your call on Encore℠ for future playback and for those who were unable to attend it live. The call is retrievable via a toll, toll-free or International Toll-Free Service (ITFS) number for easy 24/7 access.
- For smaller, more formal conferences, request the roll call option. An expert operator will conduct a quick roll call before your conference begins to ensure that expected participants are on the line.
- Boost participation during your conference by using the polling option. Survey participants by asking pre-determined questions and get the results before the call is over.
- Manage all of the "behind the scenes" issues throughout the call without disturbing participants. Use a communication line during your call to speak with the lead operator outside of the conference.
- Keypad commands allow you to summon an Operator (*0), group mute/unmute all lines (*5), mute/unmute your line (*6), or lock the conference (*7).

▶ POST-CALL

- Learn who dialed into Encore℠. Information from participants is captured and transcribed into an Encore℠ Report.
- Keep track of call participants with Facts Complete℠ – a handy list of participants' names, "on-the-line" times, phone numbers and up to four additional pieces of information you choose.
- Receive a professional transcription of what was said on your call. Choose from several turn-around time and delivery options.